Division of Information Technology (DoIT)

(Products + Services) * (Skilled + Dedicated Staff) = Cost Effective Solutions

DoIT

- **"Company" Profile**
- **We Keep Up – Always Evolving**
- **Products and Services**
- **Why Choose DoIT**
- **How to Engage DoIT for Products and Services**
- **What Happens Once You Give us the "Green Light?"**
- **The System is Implemented – Now What?**
- **Where Do I Get More Information?**

DoIT

"Company" Profile"

- **Established by 1961 legislation under the Indiana Department of Administration**
- **In operation for over 43 years**
  - Annual revenue of nearly 50 million dollars
  - Approximately 150 employees
  - Serving over 100 state entities, including agencies and divisions
  - Touching nearly all state employees and business functions in some fashion
  - Development and ongoing support of over 80 custom developed or commercial off the shelf applications
  - Maintaining nearly 200 servers
  - Effectively delivering an evolving enterprise class operation of information technology products and services

DoIT

We Keep Up – Always Evolving

– **Storming, Norming, Performing….**

- From mainframe, to distributed, to web….
- Continually evolving technology to meet business needs…
- Currently in the "Performing Stage"….
  - Able to accurately predict total cost of ownership for the delivery of core services…

DoIT

Products and Services

- **Secure Environment**
  - Backup and Restore Services
  - Disaster Recovery
- **Enterprise Network Services**
  - MAN, CAN, Extranet, Client VPN, Remote Access, Dial –up, Internet Service Provider
- **Client Support and Client Access Management Services**
  - Desktop and Field Support, Virus Protection, Service Desk, Operations and Job Scheduling Services, Office Productivity Suites…
- **Enterprise Storage Services**

DoIT

Products and Services

- Hosting and Server Based Computing Services (CITRIX)

- Enterprise Printing Services

- Training

- Enterprise Communication Services
  - Voice Mail, Automatic Call Distribution, Interactive Voice Response, Automated Attendant

DoIT

Products and Services

– **Applications Development**

- Custom Web Development and Support, Commercial Off the Shelf Product Support

- Target Market

  – Enterprise Applications and Multi-User Application Support

  – .NET – short term development efforts - $30,000 - $200,000

  – State agencies and trusted business partners

  – Shared development and support environment between aI and DoIT when mix of state employee and business partners required

  – Partner on larger projects with State approved vendors to ensure compliancy to State standards and to provide for support

  – Analysis and migration of declining technologies to current technologies

  – Collaboration Tool Management

DoIT

Products and Services

- Business Consulting
- Database Administration
- Network Design and Performance
- Information Technology Planning
  - BPA Services

DoIT

Products and Services

– **Project Management Program**
- Small to large projects
- Follow Project Management Institute (PMI) Framework
- Staff are currently, or working towards, PMI certification
- Well developed project management training curriculum available to agencies
- Purchased a web-based project management methodology available to all
  – Forms – Templates – Guidelines – Procedures
- MS-Project is used for tracking and reporting

DoIT

Why Choose DoIT?

– **Division within State Government**

  • Your money stays within the state system

– **Revolving Fund Organization**

  • Funded by the services we provide and the fees we charge.

  • The more customers we have, the lower the rates.

– **State Government is our Only Business**

  • Core Business Competency

  • Understand how to operate within the State system

  • Investments in intellectual capital stay with the State

– **Avoid the "Red Tape"**

  • If we have a solution in place – GREEN LIGHT-GO

  • If you ask us to build it, we handle all procurement functions

DoIT

Why Choose DoIT?

- **"Soup to Nuts" Service Delivery**
  - From analysis through hosting – We **DoIT** all!
  - OR - we can provide individual pieces
  - Your choice - complete solutions or a la carte approach
- **Streamlined Funds Management and Billing**
  - Transfer funds through interdepartmental billing
  - Under certain circumstances encumber of funds in advance to protect project development
- **Dedicated to State Government**
  - State Government services is our core business competency
  - Intellectual capital investment stays with the state

DoIT

…..More Reasons to Choose DoIT

- **Skilled Personnel**
  - Hire, train and retain qualified staff to meet ongoing operational needs
  - Partner with skilled businesses to extend our capabilities
    - In times of high demand
    - To implement new technology
  - Tightly integrated partnership with Intelenet and ***accessIndiana*** to deliver integrated core services
- **Develops, Maintains and Adheres to Standards and Policies**
  - Complies to ITOC standards
  - Version levels kept current
    - Ensures a supportable environment for provided solutions
  - Involved in ITOC's Enterprise Architecture activities
    - Providing a voice for our customer agency needs

DoIT

And finally….

– **Here today. Here tomorrow.**

- Well established organization in business 43 years
- Here to make modifications and improvements whenever necessary
- Just a phone call away

– **Save Money**

- By leveraging Enterprise and Multi-Agency solutions, DoIT provides lower total cost of ownership
- Working together to for the benefit of the state

DoIT

How To Engage DoIT for Products and Services?

– **DoIT Business consultants will coordinate your information technology needs through,**

- Presentations of products and services

- Assistance in developing Statements of Work

- Development of Memorandums of Understanding

- Service coordination within DoIT

- Proposal development

DoIT

What happens after you give us the green light?

– **No matter the product or service, your project will be managed from development through production.**

– **Depending on the size of your project, you will be assigned one or many of the following:**

- Deputy Director (Oversight and Accountability)

- Account Manager (Business Consultant)

- Project Manager(s)

- Business Unit Manager(s)

- Product or Service Support Specialist(s)

- Technical Support Specialist(s)

DoIT

The system is implemented, now what?

– **Service Level Attainment**
  - Up to 24x7 availability capability
  - Continual system and performance management
  - Diagnostic and problem area troubleshooting
  - Security and Maintenance
    – Virus protection, patch management, disaster recovery
  - Shared or fully managed secure enterprise class data center environment
  - Hardware and software upgrades
  - Technology migration services
  - Capacity management

DoIT

Where do I get more information?

– **DoIT Business Consultants**

- Chuck Coffin, **ccoffin@doit.IN.gov**
- Jim Hussey, **jhussey@doit.IN.gov**
- Bob Omstead, **romstead@doit.IN.gov**

www.tech.IN.gov